

2018-2020 Strategic Priorities

2 Core Theme: Stronger Communities

Objective:

A *Coordination/Catalyst for Change*

Community Action will take a leading role (or be a strong participant) in coalition planning and strategic partnerships that lead to significant community impact.

B *Engagement*

Community Action will offer a dynamic path for community members to engage in advocacy around issues important to them as an active partner with the Faith Coalition for the Common Good.

3 Core Theme: High-Impact Organization

Objective:

A *Customer Focused*

Community Action will emphasize high-quality, innovative service responsive to and informed by the voice of our customers and partners.

B *Engaged Workforce*

Community Action will foster positive career and leadership development across our entire workforce.

C *Continuous Improvement*

Community Action will develop and track key indicators of success to guide the continuous improvement of our work to stabilize lives, equip families for success and strengthen community.

D *Financial Health and Stability*

In order to ensure high-quality customer service, Community Action will maintain the financial health of our department.

The heart of Community Action is creating a spirit of hope by helping people help themselves and each other.

